PATENT & TRADEMARK OFFICE MAR 15 2005 OIPE JC163

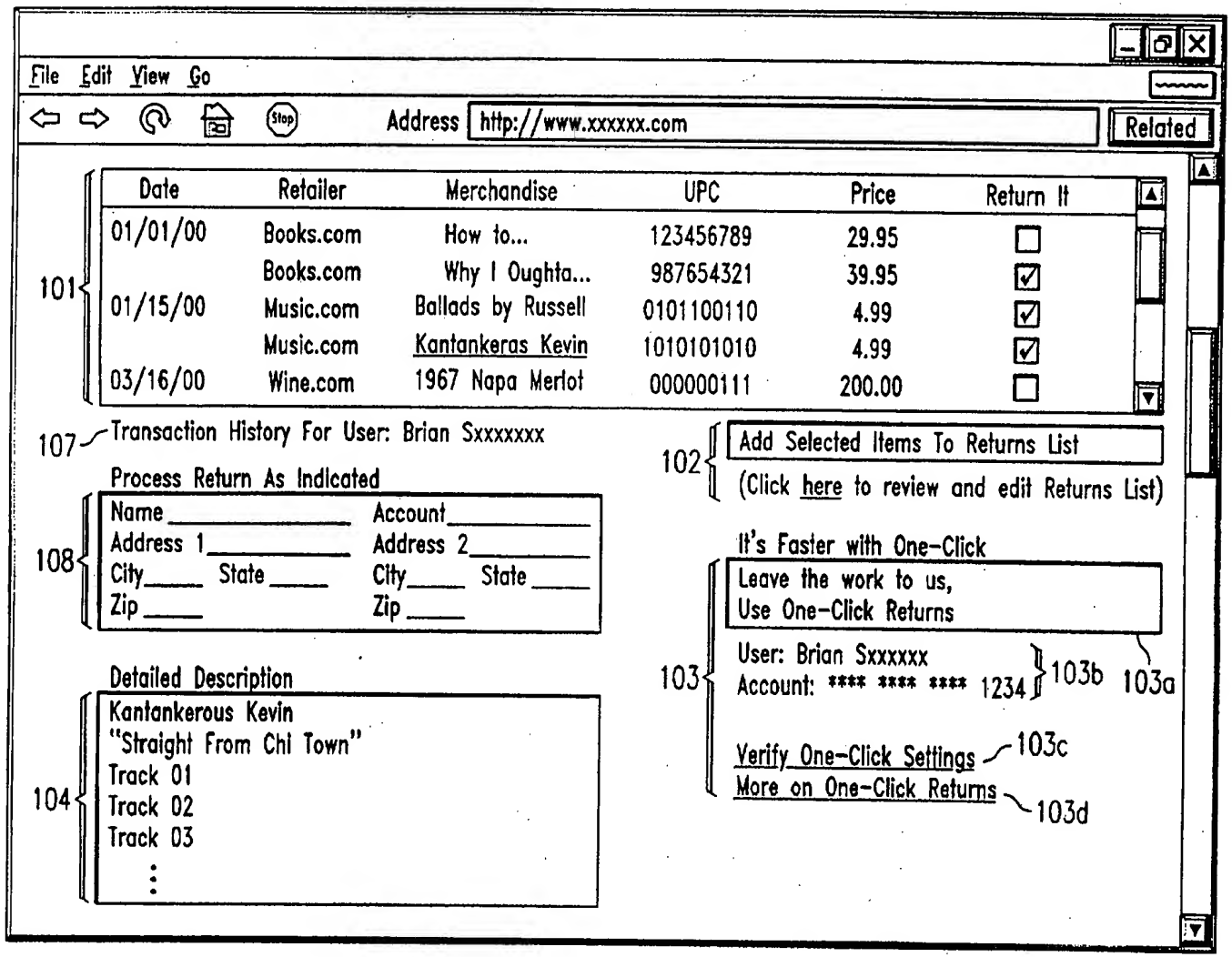

FIG. 1A

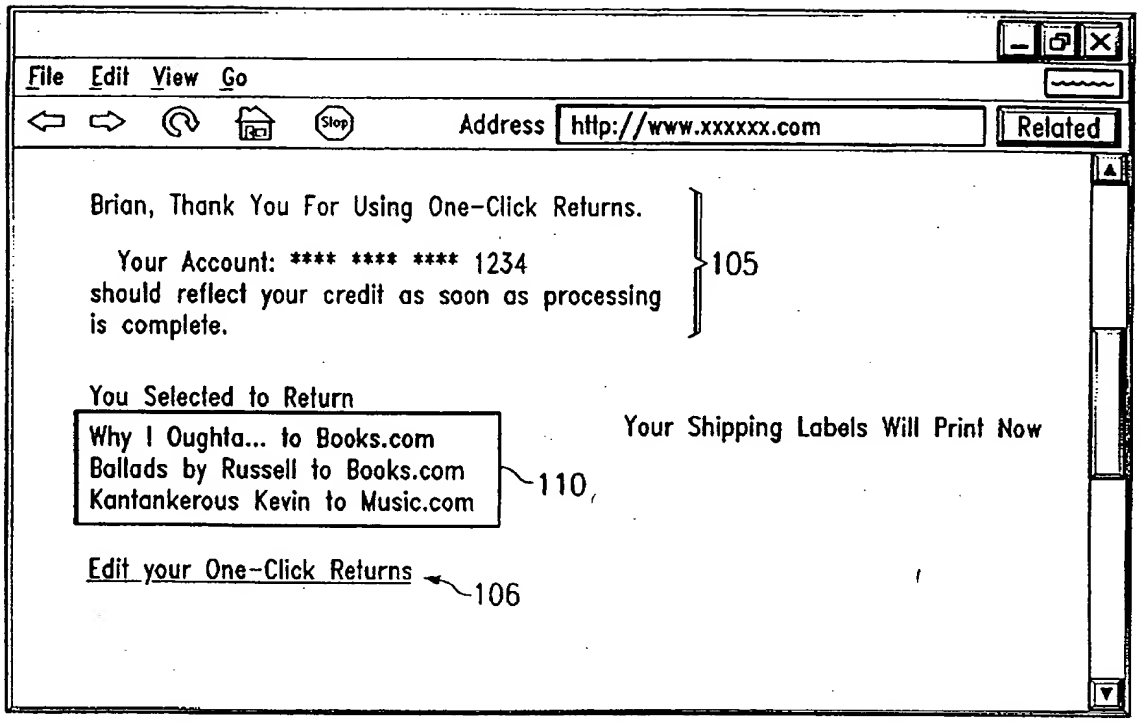
File Edit View Go
Address http://www.xxxxxx.com
Related
Brian, Thank You For Using One-Click Returns.
Your Account: **** **** **** 1234
should reflect your credit as soon as processing is complete.
105
You Selected to Return
Why I Oughta... to Books.com
Ballads by Russell to Books.com
Kantankerous Kevin to Music.com
110
Your Shipping Labels Will Print Now
Edit your One-Click Returns
106

FIG. 1B

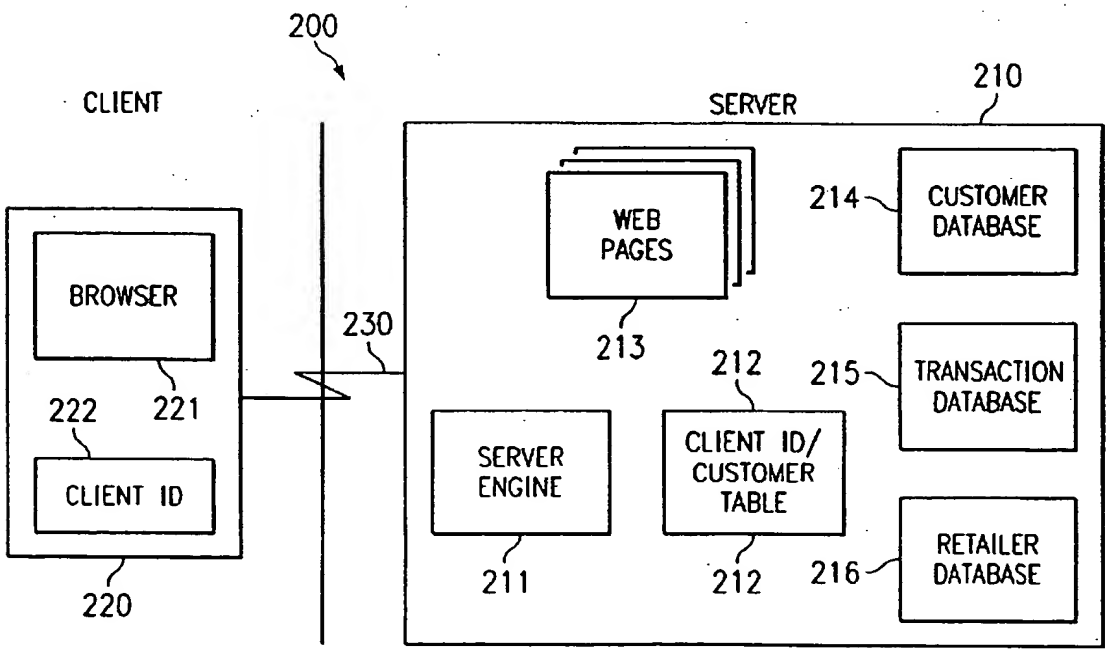
200
CLIENT
SERVER
210
BROWSER
222
221
CLIENT ID
220
230
WEB PAGES
213
214
CUSTOMER DATABASE
212
215
TRANSACTION DATABASE
SERVER ENGINE
211
CLIENT ID/ CUSTOMER TABLE
212
216
RETAILER DATABASE

FIG. 2

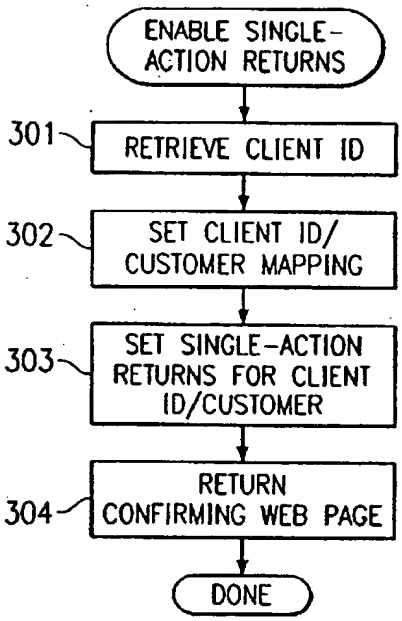

FIG. 3

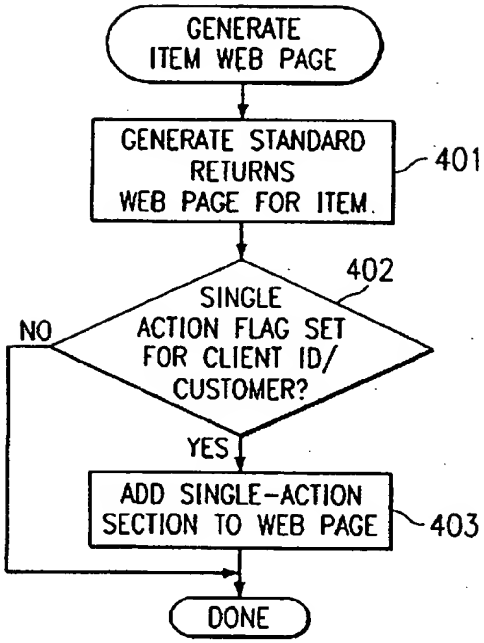

FIG. 4

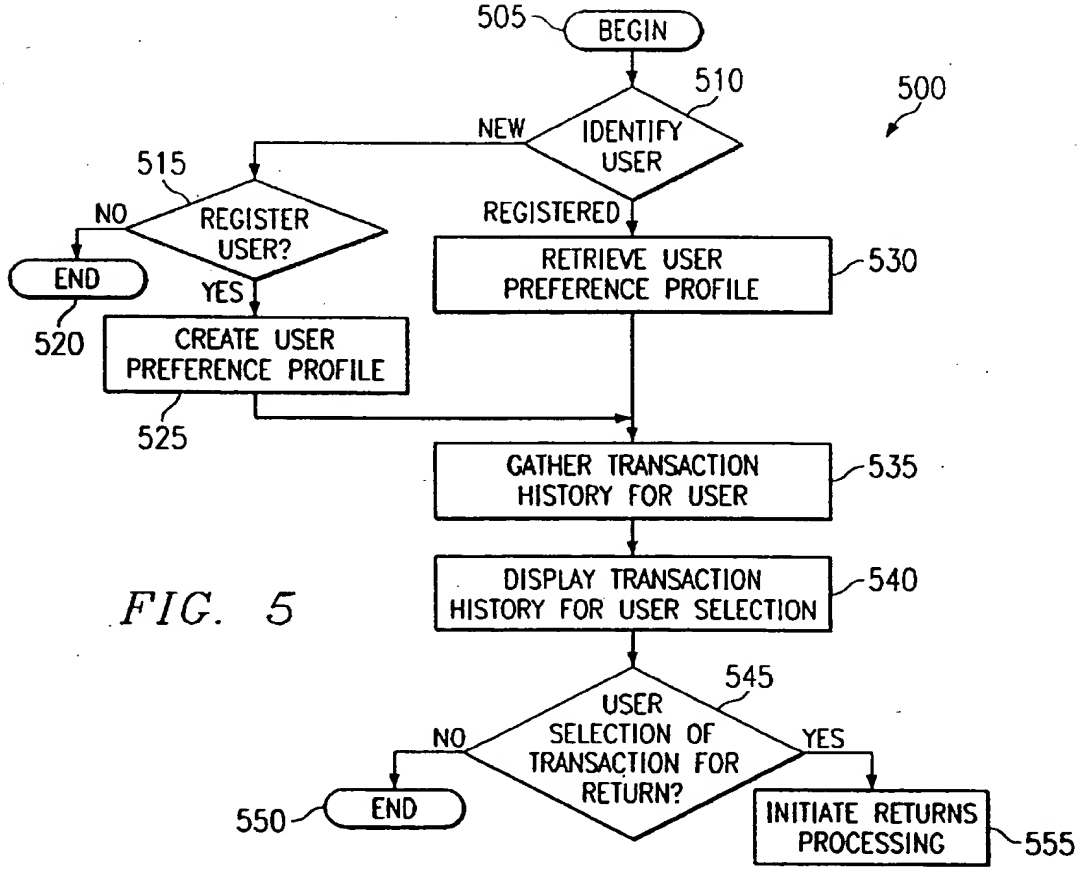

FIG. 5

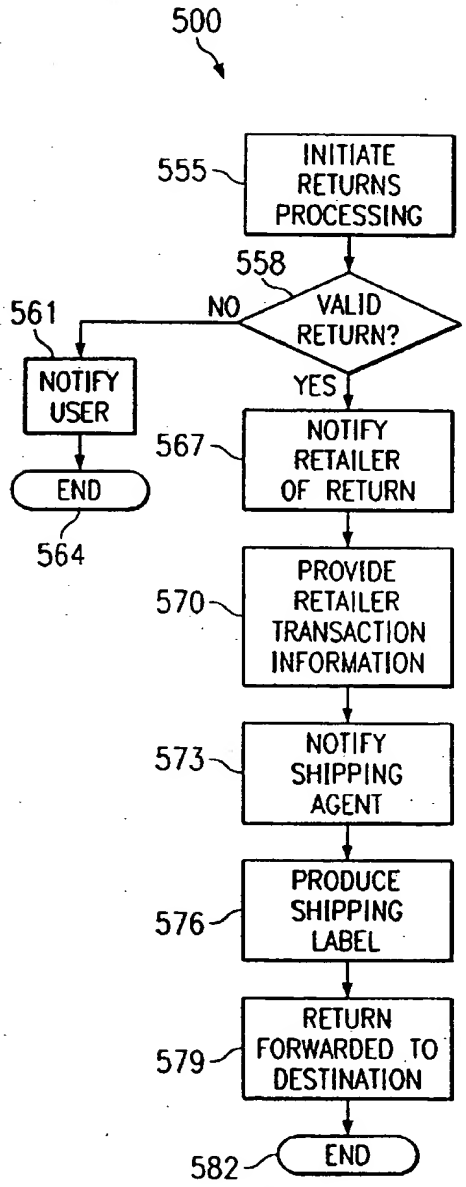
500
555
INITIATE RETURNS PROCESSING
558
VALID RETURN?
NO
561
NOTIFY USER
END
564
YES
567
NOTIFY RETAILER OF RETURN
570
PROVIDE RETAILER TRANSACTION INFORMATION
573
NOTIFY SHIPPING AGENT
576
PRODUCE SHIPPING LABEL
579
RETURN FORWARDED TO DESTINATION
582
END

FIG. 6A

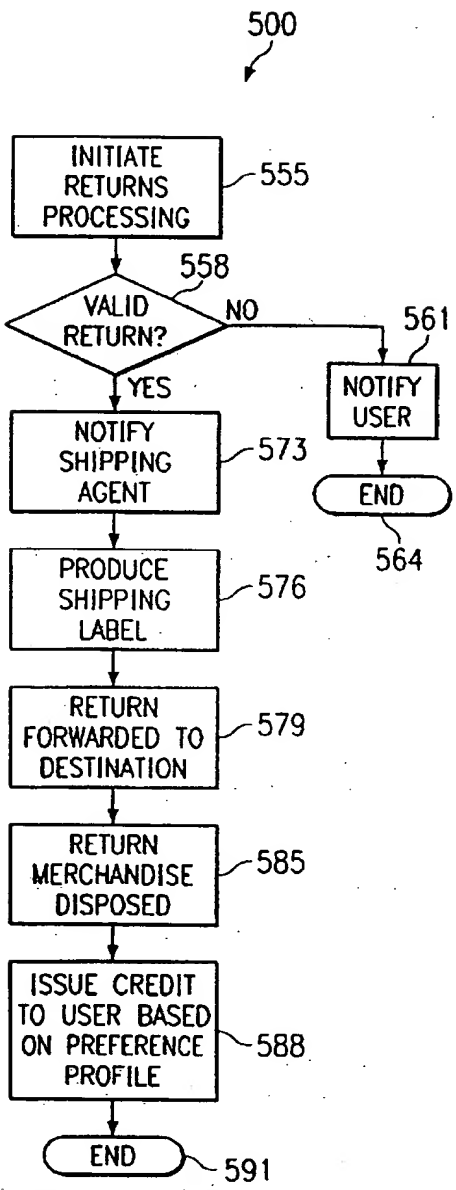
500
INITIATE RETURNS PROCESSING
555
558
VALID RETURN?
NO
561
NOTIFY USER
END
564
YES
NOTIFY SHIPPING AGENT
573
PRODUCE SHIPPING LABEL
576
RETURN FORWARDED TO DESTINATION
579
RETURN MERCHANDISE DISPOSED
585
ISSUE CREDIT TO USER BASED ON PREFERENCE PROFILE
588
END
591

FIG. 6B

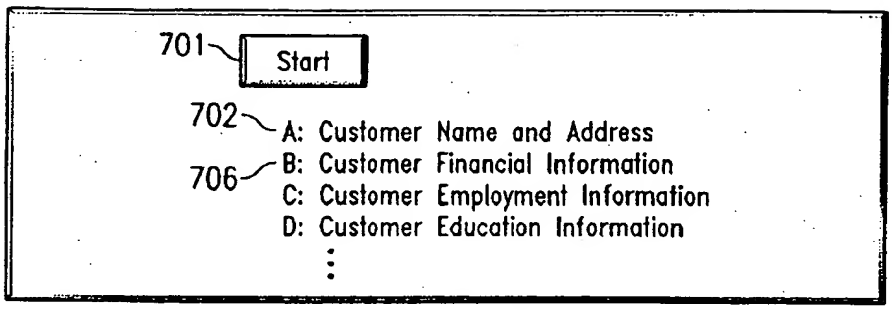

FIG. 7A

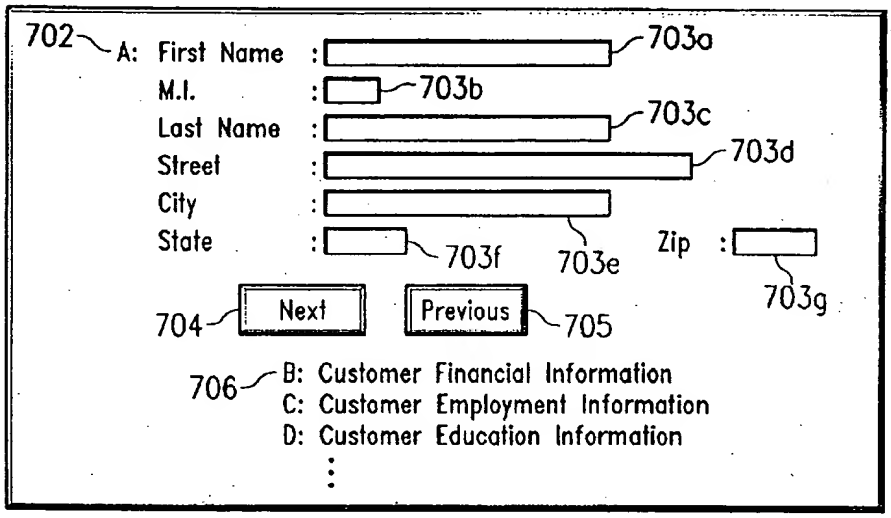

FIG. 7B

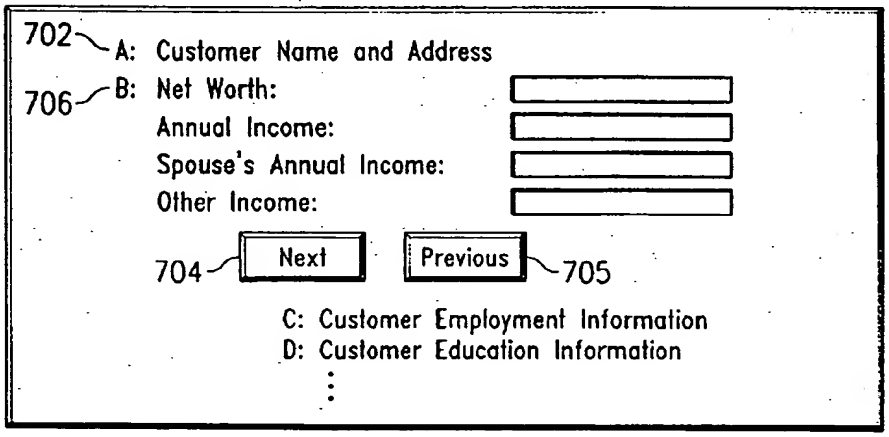

FIG. 7C